

Data Subject Access Request Form

This form allows you, or an authorised person, to request information that we hold about you.

This is called making a Data Subject Access Request (DSAR) and is covered under UK data protection legislation.

What you need to know

Are your details up to date?

It's vital that the personal details we have for you is up to date. If, for example, you've changed your name, address or any other contact details since you last contacted us you need to go to www.slc.co.uk/contact to update your personal details before you make a DSAR. If the personal details we hold doesn't match what's on this form when you submit it, we won't be able to process the DSAR.

Does it cost anything to make a DSAR?

Making a DSAR is usually free, although there may be a fee for more complex requests.

How long will it take us to respond?

It can take up to one month for us to provide the information you've requested but this can take longer if you've asked for more complex or detailed information. If it will take longer than one month to get what you've asked for we'll let you know.

How will we respond?

To make sure you get the information you've requested as quickly as possible, we'll send it to you by email. You'll be sent the information securely to ensure only you can access it. The file you are sent will also be searchable allowing you to easily locate the information you need.

You can request the information be issued to you by post but this may take longer for you to receive. Make sure you give us an up to date postal or email address.

How will we use the details you provide?

The details you provide on this form will be used to confirm your identity, or that of the person making the request on your behalf, and to ensure we can fully understand and accurately respond to your request.

Where should you send your form?

You should return this form by post to:

Data Subject Access Requests
Verification Operations, 5 West
Student Loans Company
100 Bothwell Street
Glasgow
G2 7JD

Section 1 – Whose information is being requested?

Are you asking for information about yourself, or on behalf of someone else?

About myself

Complete sections 4 to 6

On behalf of someone else

Complete sections 2 to 6

Section 2 – Third Party authorisation

If you're completing this DSAR on behalf of someone else you must have their written permission giving you the authority to do this. If permission is not given then the DSAR will not be processed. Please ask the person whose information you are requesting to complete, sign and date the box below.

This authorisation only extends to the DSAR being made on this form. Upon completion of this DSAR, you will no longer hold any authority to access this customer's personal information.

If you've already sent evidence to us to prove that you hold a Power of Attorney for the person whose information you're requesting, you don't need them to complete this section.

Authorisation for a third party to request information on my behalf

Name of the third party

Name of the person whose information is being requested

Signature of the person whose information is being requested

Today's date

Day

Month

Year

Section 3 – Third Party details

If you're completing a DSAR on someone else's behalf, provide your details in the box below.

If you're asking for information about yourself, go to section 4.

Please note: fields marked * are mandatory.

First name(s) *

Surname *

Company name (if applicable)

Address *

Postcode *

Contact telephone number

Mobile telephone number (mandatory for email response)*

Email address (mandatory for email response)*

What is your relationship to the person whose information you're requesting? *

Section 4 – Details of the person whose information is being requested

Provide the details of the person whose details you're requesting in the box below.

If you're requesting information about yourself, it's important to make sure your personal details are up to date before submitting this DSAR. Go to www.slc.co.uk/contact if you need to update any of your details first.

Please note: fields marked * are mandatory.

First name(s) *

Surname *

Date of birth*

Day Month Year

<input type="text"/>	<input type="text"/>	—	<input type="text"/>	<input type="text"/>	—	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Customer Reference Number (mandatory if you don't provide a National Insurance number)*

National Insurance number (mandatory if you don't provide a Customer Reference Number)*

Tick this box if you want us to respond to your SAR by post instead of email (Please note, it will take longer for you to receive your response by post)

Contact details

You should only provide these if you're requesting your own information.

If you're an authorised third party requesting information on behalf of someone else, we'll respond using the details you supplied on page 3.

Current address

Current postcode

Contact telephone number

Mobile telephone number (mandatory for email response)

Email address (mandatory for email response)

Section 5 – What do you want to know?

For all DSARs we'll provide the following information:

- Name
- Title
- Date of birth
- Phone number(s)
- Email address
- Bank details
- National Insurance number
- Address history
- Summary of your payments and repayments

Any other information you need should be listed in the box below. Please be as specific as possible with your request. This will allow us to respond to your request as quickly as possible, and will make it easier for you to find the information you're looking for.

Requests for additional information may take longer than one month to process, and may incur an administration fee. In either case, we'll contact you after we receive the DSAR to let you know.

Additional information	Date from	Date to

Now read, sign and date the declaration on the next page.

Section 6 – Requestor declaration

I confirm that, to the best of my knowledge and belief, the information I have provided is true and complete and I recognise that by providing inaccurate or incomplete information my request may be delayed or rejected

Your full name

Signature

Today's date

Day

—

Month

—

Year

Please return your completed form to:

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G2 7JD

What happens next?

We'll contact you to confirm that we've received your DSAR form and let you know whether we can process your request.